

JOB DESCRIPTION

Adams County, Wisconsin

JOB TITLE: Clerk/Receptionist (1 position)
STATUS: Full-time, non-exempt
DEPARTMENT: Health and Human Services
SUPERVISOR: Fiscal & Support Services Manager
HOURS: Monday, Tuesday, Wednesday, Friday, 8:00am to 4:30pm
Thursday, 12:00noon to 8:30pm

GENERAL DESCRIPTION

Under direct supervision of the Fiscal & Support Services Manager and general supervision of the Director, the Clerk/Receptionist position is responsible for answering telephones, scheduling appointments, greeting customers/consumers as they arrive, providing information to individuals seeking services (whether by telephone or in person), typing, and other general clerical work as assigned. The Clerk/Receptionist may be assigned to provide coverage at various locations within the Department and during all hours of operation, including evenings.

JOB DUTIES

The following duties are illustrative, and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position. The proportion of time spent in each major area (operator, receptionist, clerk) and specific work assignments may vary across staff members in this job title.

1. As telephone operator, answers telephone and directs telephone calls. Answers routine inquiries and provides callers with basic information regarding department operations, policies, and procedures.
2. As receptionist, attends to clients at the counter/window and schedules appointments. Informs staff when clients, customers, or visitors arrive. Schedules/reschedules appointments as necessary. Assembles, distributes, and collects intake and other forms from customers/clients. May assist individuals in completing routine forms and other paperwork. Receives and provides receipts for money or other payments brought to window.
3. Performs general clerical duties as assigned. Prepares letters, correspondence, brochures, reports, and forms, etc. Assists in typing, copying, data entry, and filing, etc. May be assigned responsibility for specific ongoing clerical support tasks, such as forms creation and maintenance, completing invoices and vouchers, data entry into various State of Wisconsin or department computer systems, maintenance of lists of clients or service providers, etc.
4. Receives requests for service, questions, and complaints and directs them to the appropriate staff member.
5. Provides coverage during breaks, lunches, and absences of other support staff.
6. Notifies applicable staff members of deliveries.
7. May collect, stamp, and seal outgoing mail and deliver mail to and from the post office or courthouse. May open and distribute incoming mail.
8. May order (or assist in ordering) office supplies.
9. Any and all other duties as assigned by the Fiscal & Support Services Manager or Director.

PERSONAL ATTRIBUTES

1. Responsible for the strict maintenance of client confidentiality. Assures that records that contain client names or other personal information are not visible to the public during office hours and are stored securely during non-office hours. Does not discuss client cases or other confidential agency information with anyone (staff or collaterals) at any time, unless there is a demonstrable need to know and a signed authorization to release information (as appropriate). Does not discuss client cases or other confidential agency information with members of the general public, including members of his/her family. Adheres to Code of Conduct in maintaining privacy and confidentiality.
2. Responsible for making suggestions to improve program operations, existing service delivery systems, service selection and coordination on a systemic or individual client basis. Responsible for identifying problems and bar-

riers and for recommending appropriate solutions. Responsible for contributing to a productive, harmonious, and cooperative work environment.

REQUIRED QUALIFICATIONS

1. High School Diploma or equivalent. Experience as receptionist, clerk-typist, or secretary. Requires keyboarding and typing skills of 45 wpm. Requires an aptitude for clerical operations.
2. Requires experience and expertise in several software programs, including Microsoft Windows, Microsoft Office (Word and Excel) Corel WordPerfect Office (including Quattro Pro), etc. Prior experience with scheduling and billing software desirable.
3. Requires the ability to work independently and to deal calmly with and prioritize multiple simultaneous demands, and the ability to plan and process work efficiently and accurately under pressure. Requires excellent interpersonal skills, pleasant telephone voice, phone etiquette, helpful attitude, and a problem-solving approach to internal/external situations.
4. Requires good analytical and organizational abilities, a solution-oriented approach, and the ability to generate creative solutions to problems. Requires self-direction and sound time management and efficiency skills.
5. Requires the ability to understand and carry out written and oral instructions, complete projects in a timely manner, and be a team player, and to communicate effectively with the public, even under duress.
6. Skill in the use of typewriter, computer, calculator, copy machine, postage meters, multi-line telephone system, telecommunication device for deaf and any other general office equipment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

1. Work indoors in controlled environment.
2. Work normally performed from a sedentary position. Ability to function primarily in situations encountered in a normal office setting.
3. Activities include frequent verbal and written communication, utilizing multi-line telephone systems and computer applications.
4. Must have good hand-eye coordination.
5. Ability to operate a variety of office equipment such as computer terminal, facsimile machine, calculator/adding machine, computer printer, and photocopier.
6. Must be able to meet deadlines and to maintain a balanced workload. Must be able to tolerate the stresses associated with deadlines, internal and external customer service, and quality enhancement.
7. Exposure to blood borne pathogens is considered minimal.